



Luxury Stone Surfaces Warranty

Luxury Stone Surfaces Quartz offer a lifetime warranty to its customers, ensuring Luxury Stone Surfaces Quartz products will be free of any defects. This warranty commits Luxury Stone Surfaces to supply the replacement material and re-fabricate and reinstall the work surfaces for the life cycle of the product under the terms and conditions herein, with the same characteristics (colour, thickness, etc.) at the same price point, as those of the product purchased by the customer.

Warranty Eligibility

- The warranty is applicable only to defects affecting Luxury Stone Surfaces Quartz composite materials installed internally and maintained in accordance with the recommended Maintenance & Care Guide.
- The warranty is not transferable, except for new build properties where it covers individuals who purchase the property from the new build supplier.

Warranty Cover Exemptions

- General wear and tear or damage caused by improper use or failure to care for the material in accordance with the Recommended Maintenance & Care Guide.
- This includes exposure to excessive heat, ultraviolet light, force, or abrasive/corrosive substances.
- Edge or surface damage such as chips, scratches, or cracks due to wear and tear or negligence unless caused by a defect in the product. A chip or a scratch is not a defect if caused by external force. Cracks caused by excessive weight, thermal shock, settlement or shifting supports are not covered.
- Known or visible manufacturing defects at the time of installation, including but not limited to, differences in colour, tone, or pattern.
- The differences between samples or photographs of any Luxury stone surfaces products and the actual product purchased as colours, tones and patterns may vary between batches.
- Variations in the colour, particle structure or gloss level of the material resulting from natural changes over time in the various components of the product.
- Work surfaces will only be replaced when a repair of any defect cannot be made.

- Use for anything other than an internal work surface in a private residence, including flooring, commercial use, outdoor installations, use in or around swimming pools, spas, or exposure to chlorinated water.
- Materials not fully paid for, including both Luxury Stone Surfaces and the fabricator/stone mason who purchased the material.

Additional Warranty Information

- This is the only warranty provided by Luxury Stone Surfaces for its quartz material.
- The warranty only applies to Luxury Stone Surfaces composite materials sold in slab format. Each slab is unique and will contain variations in colour and the distribution and appearance of quartz, which are naturally occurring characteristics of the material.
- The warranty is limited to the repair, replacement, or refunding of the material. Luxury Stone Surfaces reserves the right to replace defective material with other similar materials if the original product has been discontinued.
- If the work surfaces are to be replaced, the warranty does cover costs incurred and relating to fabrication and installation of the material within 150 miles of Glasgow, Scotland.
- The warranty does not cover any consequential losses arising out of a defect in the material including but not limited to damage to other products, walls, or floors. The warranty does not cover any plumbing, electrical or building work which may be required to repair or replace the work surfaces.
- Luxury Stone Surfaces shall not be liable for personal injury or harm caused in whole or in part by fortuitous events, architectural or engineering designs, structural movements, acts of vandalism, accidents, or force majeure.

Warranty Claim Procedure

Please do not attempt to repair the issue yourself unless you are an experienced fabricator, as this could affect your warranty.

To file a warranty claim, and before any further involvement from Luxury Stone Surfaces, you must provide the following information:

- Date of purchase
- Copy of purchase Invoice
- Date of installation Batch number (if known)
- Brief description of the issue
- Photos and videos to support the claim
- Detailed report from your fabricator including:
 1. Date of site visit, Any images and description of the issue
 2. Any actions taken / products used to remedy the problem

Luxury Stone Surfaces will only attend the site upon receipt of the above information and confirmation by professional installers/fabricators that, in their professional opinion based on a physical site visit, the issue is due to a product failure.

Luxury stone surfaces reserve the right not to offer the warranty service free of charge if the requirements set out above are not met or if the information provided in the claim are false, illegible or incomplete.

Contact Information and how to register your warranty

To register your warranty simply visit www.luxurystonesurfaces.co.uk/warranty-registration.html and follow the instructions. To qualify for the extended warranty, you must register within 90 days of the date of your settled invoice.

For any other information please contact Luxury Stone Surfaces at the earliest opportunity by speaking with your representative or email us at: warranty@luxurystonesurfaces.co.uk